

Approved by: _____ Date: _____

Customer Instructions for Ordering and Returning Gases and Cryogens Used in Palestine, TX or Ft. Sumner, NM

This document provides instructions to science groups for placing gas and cryogen orders and returning cylinders used for flights launched from CSBF facilities in Palestine, TX and Ft. Sumner, NM.

Table of Contents

1	General Information	2
2	Documentation Required	2
3	Delivery Lead Times	2
3.1	Gases and Cryogens	2
3.1.1	Palestine.....	2
3.1.2	Ft. Sumner	2
3.2	Liquid Helium	2
4	Nonstandard Gases and Cryogens.....	3
5	How to Place a Gas/Cryogen Order	3
5.1	Obtain a Gas/Cryogen Order Form.....	3
5.2	Complete the Order Form Online	3
5.3	Submit the Order Form to CSBF	4
6	Return Empty Gas/Cryogen Cylinders	4

1 GENERAL INFORMATION

All CSBF balloon flight candidates submit a Balloon Flight Support Application that details the operational support requirements for their flight, including gases and cryogens. Because the application is submitted in advance of the actual flight, it is used primarily by Operations for planning and scheduling, not purchasing supplies or equipment.

CSBF orders helium and other commonly used laboratory gases as required by each science group scheduled to launch from Palestine, Texas or Ft. Sumner, New Mexico.

2 DOCUMENTATION REQUIRED

All science groups planning to use gases and/or cryogenic materials are required to submit special ground and flight safety plans to address hazards associated with these items. Refer to the CSBF Ground Safety Plan for details.

3 DELIVERY LEAD TIMES

Ordering your gases and cryogens based on these timelines will help ensure timely delivery for your flight.

Please plan to have someone on hand to receive the delivery. If this is not possible, the CSBF Campaign Manager and/or Crew Chief will be happy to work with you to arrange for receipt of the order.

IMPORTANT

Please submit your order to CSBF at least five working days (excludes weekends and U.S. Government holidays) prior to your required delivery date.

3.1 GASES AND CRYOGENS

When ordering gases and cryogens, the following schedules apply.

3.1.1 Palestine, TX Facility

- Cryogen and gas deliveries are scheduled when CSBF places the order.

3.1.2 Ft. Sumner, NM Facility

- Cryogens and gases are delivered on Wednesdays.
- Orders received at CSBF Cryogens Purchasing by 4:00 pm Central Time on Wednesday will be delivered the following Wednesday.

3.2 LIQUID HELIUM

When ordering liquid helium, the following schedule applies at both Palestine, TX and Ft. Sumner, NM.

- Liquid helium deliveries are scheduled when CSBF places the order.

4 NONSTANDARD GASES AND CRYOGENS

Orders for any gases and cryogenics *not listed on the Gas/Cryogen Order Form* need to be placed with the Flight Operations Manager or designee.

Orders need to be placed a minimum of 10 working days prior to the required delivery date.

5 HOW TO PLACE A GAS/CRYOGEN ORDER

5.1 OBTAIN A GAS/CRYOGEN ORDER FORM

You can acquire an order form using any of the following methods:

TYPE OF REQUEST	INSTRUCTIONS
Web Download	Log on to http://www.csbfnasa.gov/bids.html and download the Gas/Cryogen Order Form to your PC.
E-mail	Send an e-mail requesting an order form to cryogenics@csbfnasa.gov , Subject: Gas/Cryogen Order Form Request.
Fax	Fax your request for an order form to 866-441-7849, Attn: Cryogenics. Alternate fax number: 903-723-8054, Attn: Cryogenics. Please call 903-729-0271 to verify the fax was received.

5.2 COMPLETE THE ORDER FORM ONLINE

Press the **TAB** key to move to each of the fields in the order form document, or click directly in a field to place the cursor in it.

1. When you open the order form document, your cursor should automatically be positioned in the first field, *Scientist Group Name*. Type in the name and press **TAB** to move to the *Contact Name* field.
2. Continue in this manner and type in all requested information in the Customer Information section of the form.
3. Click in the *Qty* field to the left of the type of gas or cryogen you wish to order. Type the quantity you will need.
4. Press **TAB** to move to the *Date Required* field. Type the date you want the gas/cryogen delivered to the site.
5. Press **TAB** to move to the *Replenish Rate* field. Type the quantity and frequency at which you will need to have the gas/cryogen replenished during the campaign.
6. Press **TAB** to move to the *Notes* field. Type any additional information you feel will be helpful to CSBF Cryogenics Purchasing in placing your order.
7. Repeat steps 3 through 6 until your order is complete.
8. Save the document and print a copy for your files or to fax to CSBF.

5.3 SUBMIT THE ORDER FORM TO CSBF

You can submit an order form using any of the following methods:

TYPE OF REQUEST	INSTRUCTIONS
E-mail	Send as an e-mail attachment to cryogenics@csbf.nasa.gov , Subject: Gas/Cryogen Order Form Attached.
Fax	Fax your order form to 866-441-7849, Attn: Cryogenics. Alternate fax: 903-723-8054. Please call 903-729-0271 to verify the fax was received.

6 RETURN EMPTY GAS/CRYOGEN CYLINDERS

Notify the CSBF Campaign Manager and/or Crew Chief in charge when cylinder(s) are empty or before you leave the site.

You may also e-mail cryogenics@csbf.nasa.gov, Subject: Gas/Cryogen Returns. Please include the following return information for each cylinder:

- Science group name
- Release number
- Product/cylinder type
- Serial number

Note: This information should be on a tag with each cylinder provided by Contractor as part of the contract requirement.